



**Robert E. Bush**  
Naval Hospital

## Did you know?...

**Y**ou have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- \* Through the ICE website.
- \* The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via:

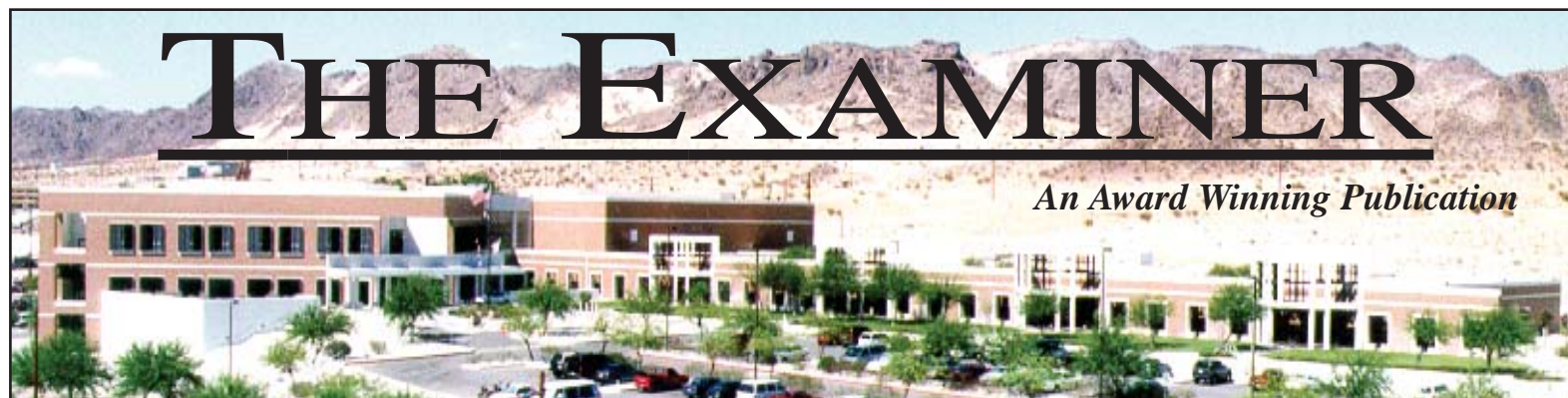
E-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Fax: 630-792-5636

The Joint Commission  
Oak Renaissance Boulevard  
Oakbrook Terrace, IL 60181

**T**o report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2344  
Combat Center: 760-830-7749  
NavMedWest: 1-877-479-3832  
Medical IG: 1-800-637-6175  
DoD IG: 1-800-424-9098

Commanding Officer  
Naval Hospital Public Affairs Office  
Box 788250 MAGTFC  
Twentynine Palms, CA 92278-8250



<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

# Measles Outbreak Puts the Unvaccinated at Risk

*By Lt. Daniel Crouch*  
**Environmental Health Officer**  
**Naval Hospital Twentynine Palms**

California State health officials have announced a measles outbreak that originated in southern California. As of January 21, 2015, a total of 59 cases have been confirmed.

San Bernardino County currently has two confirmed measles cases. Naval Hospital Twentynine Palms (NHTP) Public Health is working with the county and base medical facilities to increase awareness of measles.

Symptoms of measles include high fever, cough, and a red skin rash. Measles is highly contagious and can travel to others through coughing and sneezing. It is so contagious that if one person has it, 90% of the people close to that person who are not immune will also become infected. Infected people can spread measles to others from four days before to four days after the rash appears.

The best way to prevent measles is vaccination with the Measles, Mumps, and Rubella (MMR) vaccine. Since children under 5 years old are at greatest

risk for infection and complications, vaccination among children is critical. Ask your provider if your child is up to date with an MMR vaccine. NHTP invites beneficiaries over one year of age to come and get an MMR vaccine if you or your children have not previously been vaccinated. To learn more about measles, visit <http://www.cdc.gov/measles/vaccination.html>.

Treatment for measles consists of reducing patient symptoms and an MMR vaccine if indicated by a provider. Contact your primary care team if you or your child develops rash and fever.

24-hour nurse advice is available via the Tricare Nurse Advice Line, 1-800-Tricare (874-2273). If you need to speak to your provider, call the NHTP appointment line at 760-830-2752. You can also email your provider at [www.relay-health.com](mailto:www.relay-health.com) for specific questions about measles. If you suspect you or your child has measles while visiting NHTP for a medical appointment, please remain outside the clinic doors and a clinician will visit you. This way NHTP can provide you the treatment you need without infecting others in the clinic.

*Right: Lt. Cmdr. Christi Marti is piped ashore and into retirement Jan. 6. Lt. Cmdr. Marti's Navy career began in 1988 when she enlisted and went to Torpedoman "A" school. An accomplished Torpedoman, Marti earned the rank of Petty Officer Second Class at which time she applied for and was selected for the Medical Enlisted Commissioning Program. Marti earned her Bachelor of Science in Nursing from Norfolk State University and was commissioned in May 2000. At Naval Medical Center Portsmouth, Lt. j.g. Marti was the permanent shift charge nurse on a unit that averaged 420 deliveries a month. Lt. Cmdr. Marti retired after 27 years of active-duty service.*



**Patients seen in December -- 9,298**

**Appointment No Shows in December -- 896**

In December we had an 8.8 percent no-show rate. We need to keep trending downward by keeping the appointments we make, or by canceling in enough time for someone else to use the slot...

To help patients obtain appointments, the Naval Hospital now shows the number of open appointment slots each day on the hospital Facebook site, check it out. On Facebook, search: *Naval Hospital Twentynine Palms*.

**To make an appointment call -- 760-830-2752**

**To cancel an appointment call -- 760-830-2369**



# MEDIG Bestows Coins to Exceptional Staff



*L-R: Cdr. Wendy Stone, Lt. Gabriel Forrey, and BUMED Inspector General Capt. Carey Sill examine NHTP HEDIS (Healthcare Effectiveness and Information Set) during the MEDIG/Joint Commission survey Jan. 13-16.*



*Hospitalman Faith Arrant (left), Emergency Medicine Department, instructs Hospitalman Recruit Matthias Bauman, Patient Administration, on how to properly apply electrocardiogram contacts on a patient during the NHTP Skills Fair on Jan. 22.*



*Lt. Patricia Opoku*



*Mr. Alex Hogan*



*Ms. Monique Stump*



*Ms. Barbara Ricker*



*Mr. Federico Hernandez*

*The Bureau of Navy Medicine and Surgery Inspector General team that visited NHTP in conjunction with the Joint Commission survey Jan. 13-16 bestowed only five coins to exceptional employees. The Operations Management Department (OMD) was singled out for the excellence of its forms, records, and anti-terrorism program. Industrial Hygiene Technician Federico Hernandez was recognized for his keen knowledge of equipment and industry standards. Barbara Ricker was recognized for her thoroughness and excellence in the planning and execution of the Joint Commission/MEDIG visit.*

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

## How to reach us...

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*The NAL is a team of registered nurses who are available to answer a variety of questions. They can help you decide whether self-care is the best option, or if it better to see a healthcare provider. There will always be a live person on the line to address beneficiary concerns.*

**Call 1 (800) TRICARE  
(874-2273) option 1,  
24 hours a day, seven  
days a week.**



# Preventive Medicine Corner

*Submit Questions/Concerns and Tanya Will Provide Answers*



**Tanya Stuckey**

Dear Tanya,  
I'm concerned about osteoporosis. My parents have gone through knee replacement and hip replacement surgery. I want to make sure my bones are as strong as they can be but I keep seeing conflicting advice. Should I drink milk? For years experts said drink milk, but now they are saying milk ages a person. Should I run? My Marine Corps buddies who have run all of their adult lives are looking at knee-replace-

ment surgery. Should I take calcium supplements? I just don't know. I don't want to get kidney stones from calcium supplements. Please consult your experts and advise. Thank you.  
Signed,  
Confused

Confused,

I spoke with Lt. j.g. Rachel Smith, our staff dietician, who said that three servings of calcium-rich foods per day (dairy products, soy, spinach, etc.) are recommended. To address the concern of kidney stones, consuming more than a moderate amount of food or supplements high in oxalates could increase risk. As with all things, too much of anything can have a negative consequence. Weight-bearing and muscle-strengthening exercises, adequate intake of protein, fruits and vegetable higher in magnesium and potassium and avoiding excessive amounts of caffeine are also ways to promote healthier bones.

Everyone is different and we all have our own unique situations. Conflicting research and changes in opinions, experiences or health needs of our friends, family and health practitioners can be frustrating at times. Keep in mind that gender, family history and current bone mass are variables that are considered when providing dietary guidance.

I hope this helps in guiding you to some decision about your steps toward osteoporosis prevention. Please do not let this information take the place of seeing your medical provider and speaking one-on-one with the dietician.

For more information, make an appointment to talk with your primary care manager or with the dietician.  
Tanya

## Take Health to Heart to Set Positive Example

**By Tanya Stuckey**  
**NHTP Health Promotions**

I often hear parents say they want their children to have a better life than they experienced, with more opportunities for success, education and better lifestyle practices.

Well, now is a good time to help your child maximize his or her life through supporting heart health. According to the American Heart Association, positive psychosocial experiences can lead to better cardiovascular health. Read on to learn tips on how you can lend a helping hand to build a stronger heart.

**Stability on the home front:**  
Providing a home for children where they are free from experiencing the burdens (financial debt, marital conflict, etc.) that are reserved for the adults reduces unnecessary stress that can lead to higher anxiety.

**Grow a healthy family:**  
Nutrition and fitness are easier to maintain if we practice from

a young age. For some of us, we didn't think of eating well or exercising until we were adults. Use fitness and meal preparation to create a family fun event! Aim for at least 150 min-



utes of exercise per week.

**Be a role model:** Show your children how to be healthy by setting a good example. Eliminate tobacco and other harmful substances from your routine.

Children learn from watching

the behaviors of the influential adults in their lives. Practice healthy stress and anger-coping skills. Not only will you feel better, but you are teaching your children how to effectively deal with stress and maintain self-control when faced with difficult situations.

**Model preventive care:** Visit your healthcare provider regularly for preventive screenings to discuss blood glucose and cholesterol levels, as well as your blood pressure! Don't wait until you are ill. An annual physical is good practice for all ages.

Fortunately, there are plenty of resources to support a healthy lifestyle here in Twentynine Palms! For information on how to implement healthy food options into your meal planning, contact the NHTP dietician, 830-2274.

Fitness classes and family fun events can be found on the MCCS website  
<http://www.mccs29palms.com>

## Good Catch Awards



**HM2 Sjarhei Kulinkovich (left) is recognized by NHTP Commanding Officer, Capt. J. Sourbeer, for discovering a discrepancy in a form for tracking daily temperatures in refrigerators and freezers. HM2 Kulinkovich's attention to detail led to standardization of the form and differentiating between medical and food storage temperatures.**



**Ms. Melissa Tejeda's good catch was an error in a medication dose for a child using a pre-packaged syringe in the the liquid medication prescribed. The prescription read one milliliter (20 mg) by mouth daily. The prepackaged syringe was marked in milligrams, not milliliters. The mother thought the whole syringe was one milliliter. Ms. Tejeda noted the error on refilling and educated the patient. The patient didn't experience any adverse effects and Ms. Tejeda prevented possible future harm to the patient.**

2X3  
Smith's Family  
Properties



# Super Stars...



*Lt. Sonny Shotwell (left) receives a Navy and Marine Corps Commendation Medal (Gold Star in lieu of second award) from NHTP Commanding Officer, Capt. J. Sourbeer, for meritorious achievement while serving as Dept. Head, Patient Administration, NHTP, from Jan. 2013 to Feb. 2015. Lt. Shotwell enhanced the continued processing of 328 independent disability evaluation system cases and reduced the processing time for claims by average of six month, which led to being named the Marine Corps' number one choice in customer satisfaction by the Defense Health Agency survey. Providing in-house coding for the Emergency Dept. utilizing Essentris resulted in a 70 percent reduction in the outside coding contract. Lt. Shotwell's distinctive accomplishments, unrelenting perseverance, and steadfast devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.*



*Left: Lt. Gabriel Forrey receives a Navy and Marine Corps Commendation Medal for meritorious achievement while serving as department head for, Tricare Operations and Utilization Management Departments, NHTP, from Nov. 2011 to Feb. 2015. As head, Utilization Management, his efforts led to a reduction of purchased care costs by \$2.9 million. As data quality manager, the Command achieved 100 percent compliance in all 28 data quality metrics for the first time. As legal officer, he expertly managed 61 disciplinary proceedings, 28 administrative separations and 21 investigations, helping the commanding officer maintain good order and discipline. Lt. Forrey's distinctive accomplishments, unrelenting perseverance, and steadfast devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.*



*Chief Hospital Corpsman (Surface Warfare) Tracy Ashley receives a Navy and Marine Corps Commendation Medal (Gold Star in lieu of fourth award) for meritorious service while serving as senior enlisted leader, Directorate for Medical Services and Directorate for Public Health, NHTP, from Jan. 2012 to January 2015. Chief Ashley implemented and coordinated the first Blue and Green basewide CPO 365 training programs which fostered leadership and tradition for 60 first-class petty officers and newly selected chief petty officers. He developed the Command Enlisted Advancement Course curriculum and conducted 15 classes to 250 sailors onboard the Marine Air Ground Combat Center. Chief Ashley's distinctive accomplishments, unrelenting perseverance, and steadfast devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.*



*Lt. Brent Edwards is helped with his new rank by girlfriend, Dana-Marie Sherrod at his promotion ceremony Jan. 2. Lt. Edwards, a Multi-Service Ward nurse, has been at NHTP since May 2013. Hometown is Phoenix, Ariz. Lt. Edwards is scheduled deploy in Sept. 2015.*



*Petty Officer Second Class (FMF) Tyler Holst (left) is presented a Navy and Marine Corps Achievement Medal from NHTP Commanding Officer, Capt. J. Sourbeer, "for professional achievement in the superior performance of his duties while serving as a hospital corpsman, HQ and Service Company, 3rd Combat Engineer Battalion, 1st Marine Div. (Rein), from Oct. 2012 to June 2014. HM2 Holst coordinated medical coverage for 197 route clearance missions covering more than 36,000 km. He performed 60 sickcall procedures, 17 periodic health assessments, contributed to a more streamlined process for getting ammo in preparation for missions. He exceeded drawdown requirements for the battalion. HM2 Holst taught 65 hours of enlisted Fleet Marine Force training to 10 sailors, resulting in two sailors becoming qualified. HM2 Holst's initiative, perseverance, and total dedication to duty reflect great credit upon himself and are in keeping with the highest traditions of the Marine Corps and the United States Naval Service."*

*[signed]*

**LAWRENCE D. NICKOLSON**  
**MAJOR GENERAL, U.S. MARINE CORPS**  
**COMMANDING GENERAL, 1ST MARINE DIVISION**





**Mr. Eric Cruse, NHTP medical support assistant, Family Practice Gold Team, is recognized with a Federal Length of Service Award in grateful recognition of 35 years of faithful service to the federal government.**



**Ms. Jeannie McAlister, NHTP Medical Support Assistant, Outpatient Medical Records, is recognized with a Federal Length of Service Award in grateful recognition of 10 years of faithful service to the federal government.**



**Hospitalman Christian Johnson receives a Navy and Marine Corps Achievement Medal for “professional achievement in the superior performance of his duties while serving as general-duty corpsman, Adult Medical Care Clinic, NHTP, from March 2013 to March 2015. HN Johnson led five sailors in the completion of 840 overseas screenings, ensuring they transferred fully medically ready. As the volunteer coordinator for Coalition of Sailors Against Destructive Decisions, he facilitated five events to increase awareness on sexual assault, drug abuse, and suicide prevention. HN Johnson’s personal initiative, perseverance and unswerving devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.”**



**Hospital Corpsman Second Class Martel Thomas receives a Navy and Marine Corps Achievement Medal for “professional achievement in the superior performance of his duties while serving as preventive medicine technician, NHTP, from Feb. 2012 to Jan. 2015. Petty Officer Thomas efficiently managed 42 training records and increased compliance from 60 to 90 percent. As information management liaison, he tracked 100 work requests and maintained strict accountability of 87 equipment items. He ensured the collection of 3,435 water samples with zero waterborne diseases. He supervised seven instructions in conducting 84 food-service training courses to 3,650 employees. Petty Officer Thomas’ personal initiative, perseverance and unswerving devotion to duty reflect great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.”**



**Hospitalman John Holtz is presented a Letter of Commendation for “outstanding performance of duties while serving as general-duty hospital corpsman, Adult Medical Care Clinic, NHTP, from Mar. 2013 to Mar. 2015. Hospitalman Holtz consistently performed his duties in an exemplary and highly professional manner. As the senior treatment-room corpsman, he assisted in 1,332 patient encounters, administered 850 vaccinations, 635 blood draws, and assisted in 475 medical procedures resulting in increased quality and efficient patient-centered care. He operated independently as the sole Corpsman with Marine Corps Air Ground Combat Center Explosive Ordinance Disposal for three months while providing medical support for 65 range sweeps. He also maintained medical readiness at 100 percent through meticulous records verification, three mass shot calls, and two physical-health assessment stand-downs. Hospitalman Holtz’ exceptional professional ability and loyal dedication to duty reflected great credit upon himself and are in keeping with the highest traditions of the United States Naval Service.”**



**Hospitalman Lillian Thomas is presented a Navy and Marine Corps Achievement Medal from NHTP Commanding Officer, Capt. J. Sourbeer, “for professional achievement while serving as general-duty corpsman, Internal Medicine Department, Naval Hospital Camp Lejeune from July 2012 through July 2014. Hospitalman Thomas consistently demonstrated outstanding performance by providing supportive services for two cardiologists and three dermatologists in the provision of quality healthcare to more than 10,000 beneficiaries. Additionally, she expertly managed 35 staff training records, increasing the department’s training readiness by 55 percent. Hospitalman Thomas’ exceptional professional ability, personal initiative, and loyal devotion to duty reflect great credit upon herself and are in keeping with the highest traditions of the United States Naval Service.”**



**Awardees are congratulated by members of the NHTP Command following the “First Friday” award ceremony Jan. 16.**



# Introducing New Staff -- Welcome Aboard!



**Ms. Kyiah Costa**

*Ms. Kyiah Costa is NHTP's newest ultrasound technician in the Radiology Department. She arrived from Paducah, Ky., and appreciates this area for its warm temperatures. She's been an ultrasound tech for five years and received her training at West Kentucky Technical College in Paducah, Ky. She's already found a house in Twentynine Palms which she shares with a house mate, NHTP's night ultrasound tech. For recreation, Ms. Costa enjoys off-roading, motorcycling, and hiking; however, she left her Jeep in Kentucky as she could only drive one vehicle to California. So far she's explored Palm Springs, the Living Desert Zoo, and has ventured out to Las Vegas. Ms. Costa particularly liked Palm Springs Tram. "There was snow up there, so we did some sledding," she remarked. Her favorite Pandora station is New Country.*



**Lt. Cmdr. Virgilio Crescini**

*Lt. Cmdr. Virgilio Crescini is the new department head for the Maternal Infant Nursing Department. He arrives from Medical Center San Diego where he was clinical nurse educator in the neonatal intensive care unit (NICU) from 2011 to 2014. "As the Director, with a NICU background, I'll be able to assess infants to determine whether they need to be transported," he said. Like the previous Director, Lt. Cmdr. Crescini is a TeamSTEPPS instructor and will be promoting the program here. Crescini is sharing a home in town and returns to San Diego, his hometown, on weekends. He earned his Registered Nursing degree from San Diego State University. He remembers visiting Twentynine Palms in 1985 to visit a Marine Corps friend. He's looking forward to exploring Joshua Tree when he's not golfing, jogging, reading, or fishing.*



**HMCS Kevin Bettinger**

*Senior Chief Petty Officer Kevin Bettinger is no stranger to the high desert. He and his wife, Vicky, spent two previous tours here. First, as a junior corpsman with 1st Tanks from 1993-1995, and from 2006-2009 with the 7th Marines. He enlisted into the Navy as a corpsman 24 years ago from his hometown, Harrisburg, Penn. He arrived from Camp Pendleton, 1st Marine Division, where he served as Leading Chief Petty Officer. This bona fide desert rat and plank owner requested NHTP. He will be senior enlisted leader for Branch Clinics. For relaxation, Bettinger enjoys sports. "I watch ESPN and nautism," he said. "I'm all about football. The sole reason I got Direct TV is so I can watch sports." Bettinger's wife, Vicky, works for MCCS and enjoys cooking for her husband who is an avowed "steak and potatoes guy."*



**Ms. Shamica DeBose**

*Ms. Shamica DeBose, originally from Jacksonville, Fla., is NHTP's newest CLR (clear and legible reporting) clerk. She has ample experience having worked with medical records in a prison, in a hospital and with a home-care provider. Her husband, Artonio, is a Gunnery Sgt. assigned to Marine Wing Support Squadron 374 (Rhino's). They have two boys, 10 and 12, Jarrod and Jordan. The DeBoses traveled here from Camp LeJeune, N.C. "My husband got promoted on Oct. 1, and we immediately left to come here. They took five days to drive cross country and arrived at the Sleepy Tortoise Inn on Oct. 5. They are living on base. For family activities, the DeBoses watch movies, play basketball, take hikes and ride bikes. Mrs. DeBose works in the Healthcare Business Directorate, consolidating outside referrals into patients' military medical records.*



**Mr. Joshua Daniels**

*Mr. Josh Daniels is our newest risk manager in NHTP's Office of Quality Management. He recently earned his Masters in Healthcare Business from Western Governor's University in Salt Lake City, adding to his registered nursing degree from Calif. State University, Dominguez Hills. Mr. Daniels has extensive experience as an Intensive-care unit nurse. He appreciates the high desert for its beauty and the majestic mountains, and arrived in the company of his wife, Natasha, a nurse anesthetist at High Desert Memorial Hospital in Joshua Tree. Mr. Daniels has worked at an 800-bed hospital and then at a 200-bed hospital, and he likes the feel of our much smaller facility. "Everyone's so nice," he remarked. "This is a really nice hospital." Daniels enjoys hiking, skiing and climbing. His favorite music: Pearl Jam.*





*Culinary Specialist Second Class (SW) Dominique Demeritte (left) gives a 72-hour special liberty to Culinary Specialist Second Class Javonnice Beall following his reenlistment ceremony Jan. 23. “Words can’t express how proud I am,” Demeritte said after signing up for three more years. CS2 Demeritte has orders for the USS Bonhomme Richard, a forward deployed amphibious assault ship out of Sasebo, Japan. CS2 Demeritte has been pulling a security detail while at NHTP. He’s ready to return to his culinary arts specialty. “I just like being a sailor,” Demeritte said. “Anything they throw my way, I’m ready for it.”*



*Lt. Lawrence Johnson gets help with his new insignia from NHTP Executive Officer Capt. Angela Nimmo while NHTP Commanding Officer Capt. Jay Sourbeer ensures attention to detail. Lt. Lawrence has been in the Navy four years. From Los Lunas, N.M., Lawrence is a nurse on the Multi-Service Ward. Lt. Lawrence was promoted to his current rank in a 26 Jan. ceremony on the third deck of NHTP.*

MBTA  
2X8



*Hospital Corpsman Second Class Siarhei Kulinkovich reenlisted for six more years Jan. 8. HM2 Kulinkovich, a general-duty Corpsman on the Multi-Service Ward, has been in the Navy five years. Originally from Navapolatsk, Belarus, Kulinkovich was an Engineman on the super carrier USS John C. Stennis before becoming a Corpsman. He currently has orders to attend Radiology School at Fort Sam Houston.*

